TASK ORDER (TO)

47QFCA20F0066

Enterprise Services Integration and Modernization (ESIM)

in support of:

United States Army Pacific (USARPAC) G6

Issued to:
Innovative Management Concepts, Inc., Contract Number 47QFCA20F0066
General Services Administration (GSA) Veterans Technology Services (VETS) 2
Government-wide Acquisition Contract (GWAC)
Multiple Award Contracts

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405

Modification P00002
September 29, 2020

FEDSIM Project Number AR01020

C.1 BACKGROUND

United States (U.S.) Indo-Pacific Command (USINDOPACOM) is one of six geographic combatant commands defined by the Department of Defense (DoD) Unified Command Plan. USINDOPACOM protects and defends, in concert with other U.S. Government agencies, the territory of the U.S., its people, and its interests. With allies and partners, USINDOPACOM is committed to enhancing stability in the Asia-Pacific region by promoting security cooperation, encouraging peaceful development, responding to contingencies, deterring aggression, and, when necessary, fighting to win. This approach is based on partnership, presence, and military readiness.

USINDOPACOM recognizes the global significance of the Asia-Pacific region and understands that challenges are best met together. Consequently, USINDOPACOM will remain an engaged and trusted partner committed to preserving the security, stability, and freedom upon which enduring prosperity in the Asia-Pacific region depends.

The USINDOPACOM AOR covers more of the globe than any of the other geographic combatant commands and shares borders with all of the other five geographic combatant commands. The commander of USINDOPACOM reports to the President of the U.S. through the Secretary of Defense and is supported by multiple components and sub-unified commands. These commands are headquartered in Hawaii (HI) and have forces stationed and deployed around the region.

As a subordinate command of USINDOPACOM, the U.S. Army Pacific (USARPAC) G6 staff office has a requirement to plan, modernize, operate, and maintain the Command, Control, Communications, Computers (C4) and Information Technology (IT) systems and services supporting USARPAC, its subordinate commands, and its strategic and operational partners. In order to provide a total IT services-based solution, the FEDSIM will acquire contractor services for ESIM. Requirements will include the complete infrastructure life cycle for all hardware, software, and services including planning, analysis, engineering, design, development, installation, integration, testing, Operations and Maintenance (O&M), and training of all C4 and IT systems supported by ESIM.

C.1.1 PURPOSE

The purpose of this TO is to provide mission critical C4 and IT system support to ESIM, its subordinate units, and its strategic and operational partners. C4 capabilities are distinct and each fulfills a different purpose.

These distinct capabilities are defined below:

a. Command and Control (C2) is the ability to exercise authority to provide direction to an assigned or attached force in the accomplishment of the mission.
b. Communication provides secure, robust, and effective bi-directional flow of information to enable transport of voice and/or data.
c. Computer resources enable the secure processing, displaying, and transportation of data in support of the assigned mission.

C.1.2 AGENCY MISSION

USARPAC postures and prepares Army forces, sustains and protects those forces in the theater, sets the theater, supports the development of an integrated multi-domain Joint force, and builds military relationships that strengthen alliances and develop partner defense capacity in order to promote a free and open Indo-Pacific.

C.2 SCOPE

The scope of the Enterprise Services Integration and Modernization (ESIM) TO is to provide a quality focused process and capability that enables effective sustainment and modernization of C4 and IT systems in support of ESIM, its subordinate units, and its strategic and operational partners. These services include site survey, engineering, design, procurement, logistics, implementation, O&M, Knowledge Management (KM), cybersecurity, and training of new and existing C4 and IT systems.

The contractor shall interface with other contractors and Government organizations, internal and external to ESIM, and shall conduct modernization and sustainment of C4 and IT that adhere to required USARPAC security policies and procedures.

The primary place of performance will be Fort Shafter, HI. Other places of performance will include Outside of the Contiguous U.S. (OCONUS) locations in Alaska (AK), Guam, Japan, Okinawa, and South Korea.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

ESIM responsibilities include the planning, modernization, sustainment of all Army Networks (e.g., routing, switching, encryption); voice, data, and video communications; Land Mobile Radio (LMR) systems and infrastructure; tactical communications; cybersecurity support including Information Assurance (IA) and Risk Management Framework (RMF); life cycle and mission command technical refreshes; knowledge/data management services; software development; and server/telecommunications room upgrades.

List of USARPAC Subordinate Units and Strategic and Operational Partners

Subordinate Units:

    a. Eighth U.S. Army
    b. U.S. Army Alaska (USARAK)
    c. U.S. Army Japan (USARJ)
    d. 25th Infantry Division
    e. I Corps

Strategic and Operational Partners:

    a. USINDOPACOM
    b. U.S. Marine Corps Forces Pacific (MARFORPAC)
    c. U.S. Pacific Fleet (USPACFLT)
    d. U.S. Pacific Air Forces (PACAF)
    e. Joint Region Marianas (JRM)
    f. Special Operations Command Pacific (SOCPAC)

g. Special Operations Command Korea (SOCKOR)
h. U.S. Forces Korea (USFK)
i. U.S. Forces Japan (USFJ)
j. Ground Intelligence Support Activity – Pacific (GISA-P)
k. 94th Army Air and Missile Defense Command (AAMDC)
l. 8th Theater Sustainment Command
m. 311th Signal Command (Theater) (Pacific)

C.3.1 CURRENT EFFORTS AND PROJECTS

The current ESIM efforts and projects include Government and contractor services that can be grouped into two core fields; modernization and sustainment. Efforts/projects to modernize C4 and IT systems include life cycle installation and upgrades, technical refreshes, full implementation build-outs, and software development projects. Efforts/projects to sustain C4 and IT systems include daily O&M and recurring end-user training of the systems. The current ESIM projects are grouped by the following C4 and IT capability areas.

See Section J, Attachment I – Anticipated TO TDLs for additional project details.

C.3.1.1 AUDIO VIDEO (AV)/VIDEO TELECONFERENCE (VTC)

ESIM is responsible for the life cycle upgrade of Consolidated Command Center/Distributed Command Post (DCP) AV/VTC systems for all Major Subordinate Commands and Theater Enabling Commands in HI, South Korea, Japan, and AK. The AV/VTC modernization projects ensure that all USARPAC Command Centers, DCPs, and mission-essential systems are upgraded in order to perform their assigned duties. The modernizations enable USARPAC Command Center systems configurations to be compatible with other Army installations with the latest technology available. The number of projects, locations, and subordinate units/partner agencies supported are included within the AV/VTC Life Cycle Schedule (Section J, Attachment V). Depending on the availability of funding, ESIM can refresh anywhere from a combination of two large and six standard systems up to six large and nine standard systems.

Contractor services are utilized to accomplish these AV/VTC modernization projects and conduct the complete life cycle upgrade, including site surveys, engineering and design, procurement and logistics, installation and integration, cybersecurity, and systems acceptance testing of the AV/VTC systems.

Once the modernization projects are competed and turned-over to the Government, ESIM is then responsible for the sustainment of the systems. Contractors provide sustainment services to modernized projects as well as existing ESIM supported AV/VTC systems on all Army networks. These contractor services include O&M, troubleshooting, break/fix actions, and preventive maintenance. Sustainment of the AV/VTC systems is currently being provided on-site in HI, AK, and Korea, which includes TDY sustainment of systems located in Japan. All current AV/VTC phone requests are answered within four hours and if elevated, a site visit is conducted within 12 hours. Historically, this effort has seen an average of three calls per day.

ESIM also relies on sustainment contractor services to provide quarterly systems training to the Government and Military end-users. USARPAC minimizes the number of travel trips taken by

providing all AV systems training within an area all at once. For example, ESIM schedules training on all systems in Korea and Japan to be supported by a single event/trip.

C.3.1.2 KNOWLEDGE MANAGEMENT (KM)

ESIM is responsible for developing, sustaining, operating, and maintaining the Command's Non-classified Internet Protocol Router Network (NIPRNet), Secret Internet Protocol Router Network (SIPRNet), and various coalition SharePoint 2013 collaboration portals provided by Defense Information Systems Agency (DISA) DoD Enterprise Portal Service (DEPS). On-site contractors currently provide KM services to ESIM. These services include the development of the following custom SharePoint applications:

a. Executive Engagement Calendar
b. Personal Status Report
c. Master Training Calendar
d. Orders Management Tool
e. E-Staffing
f. Invitation Tracker
g. TDY Tracker

End-users are able to request custom SharePoint pages to ESIM by submitting requests via Remedy (Army Enterprise Service Desk). Within the past year, the KM team has responded to 600 requests. Contractor services include the following knowledge sets: ASP.NET, Java script, Hypertext Markup Language (HTML), Cascading Style Sheets (CSS), full-stack JavaScript, Microsoft Structured Query Language (SQL) server integration, database management, visual studio, and other development/design software. The effort also includes knowledge of planning techniques, work methods, procedures, time management, and coordination/distribution of tasks and assignments to meet program development and operational goals. This effort includes bi-annual user training to USARPAC subordinate units within the USINDOPACOM AOR to train or reinforce KM activities. ESIM is considering expanding the KM support to include Microsoft Premier and Accenture Task Management Tracker (TMT) technologies.

C.3.1.3 CYBER SECURITY AND IA

ESIM is responsible for planning, reviewing architecture and engineering plans, supporting implementation, and enabling operations of RMF for the Network Enterprise Center's (NEC) Regional Directorates' various offices at 1st Signal Brigade (Korea), 41st Signal Battalion (Korea), 516th Signal Brigade (HI), 30th Signal Battalion (HI), 59th Signal Battalion (AK), 78th Signal Battalion (Japan/Okinawa), Eight Army (Korea), USARJ, USARAK, and the USARPAC Cybersecurity Program. Contractors provide the cyber security and IA services on-site at the ESIM headquarters. Contractors support ESIM in renewing Authorization to Operate (ATO) of C4/IT systems (Section J, Attachment W).

The effort also includes cyber security planning, cyber security support, and implementation and operations of cybersecurity solutions including:

a. Cyber security application controls to IT systems and network technology
b. Access Control
c. Application Security

    d. Business Continuity
    e. Disaster Recovery
    f. Cryptography
    g. Legal, Regulations, and Investigations
    h. Compliance and Inspections
    i. Operations Security (OPSEC)
    j. Physical and Environmental Security
    k. Security Architecture and Design
    l. Telecommunications and Network Security
    m. USARPAC Demilitarized Zone (DMZ) SIPRNET and NIPRNet infrastructure

This effort is expected to increase during the life of the TO due to the future completion of the USARPAC C2 Facility (C2F) and Known Future Projects identified in Section C.3.2.

C.3.1.4 MISSION PARTNER ENVIRONMENT (MPE)

The MPE efforts/projects bring coalition networks to all Army components that require it and provide MPE network engineering and related services to meet theater MPE and Joint Information Environment (JIE) C2 requirements under the MPE Program Manager. These MPE networking engineering services provide expertise to architect and deploy theater coalition and bilateral C2 infrastructure in support of the theater Operational Plan (OPLAN) and Concept of Operations Plan (CONOP). USARPAC G6 relies on contractor services for the MPE effort. Contractors perform a range of services including project/operations management, functional analysis, systems integration, systems/software engineering, systems architecture, procurement, installation/deployment, test and evaluation, IA, Certification and Accreditation (C&A), systems/network administration support, system/network incident response, KM, and site assistance training to implement bilateral and multilateral information exchange and collaboration capabilities. Currently, the Government and contractor MPE team support over 800 thin clients, the Video Communication Server (VCS)/VTCs for Combined Enterprise Regional Information Exchange (CENTRIX) Japan, Korea, and Five Eyes, which is an intelligence alliance comprising Australia, Canada, New Zealand, the United Kingdom and the United States, and the core infrastructure and install site for exercises in key locations each year. The Government and contractor MPE team upgrades 10-15 locations' core backbone to black core infrastructure and some to Commercial Solutions for Classified (CSfC), it and installs 48-96 sites with MPE-specific equipment (e.g., thin/zero clients, phones, printers, VTCs) per year.

In the next five years, USARPAC MPE will install and take over the O&M of the Coalition networks in the USARPAC C2F (once completed) and 1,600 end user seats, increasing the MPE seat count from 800 to 2,500. In the future, MPE will need to complete the infrastructure upgrade to black core and CSfC (where it can fit), to ensure the stability of the network, and do a complete technical refresh of all routers and switches at the end user building and the core Hub at building 220 at Fort Shafter, HI.

A detailed MPE overview can be found in Section J, Attachment X – MPE Overview (PowerPoint presentation).

C.3.1.5 HARDWARE LIFE CYCLE MANAGEMENT/LIFE CYCLE SUSTAINMENT (LCM/LCS)

ESIM is responsible for end-user LCM/LCS (hardware technical refresh) of Unclassified and Classified computer systems. Contractors provide the procurement and logistics for this effort. Once computer systems are provided, contractors supporting ESIM coordinate with other contractors supporting the 30th Signal Battalion Network Enterprise to ensure all end-user systems are configured to Army Gold standard.

C.3.1.6 COMMAND AND CONTROL FACILITY (C2F)

The U.S. Army Corps of Engineers is currently in the midst of the construction of the USARPAC C2F which will support over 1,400 users. Construction of "C2F Phase 1" has been completed and consists of the Main Arrival Building and Communications Hub. "C2F Phase 2" is expected to be completed by Fiscal Year (FY) 2020 and consists of the C2F Main Operations Building and the 5th floor Sensitive Compartmented Information Facility (SCIF).

ESIM relies on contractor subject matter expertise in wireless engineering, Army Unified Capability, AV/VTC, networking, and virtual desktop infrastructure for providing sustainment support of the C4 and IT systems during the C2F construction (Section J, Attachment AC). End-users are able to request C2F support to ESIM by submitting requests via Remedy (Army Enterprise Service Desk). Currently, the C2F team receives 30 requests per day. Once the C2F construction has been completed, ESIM expects growth in contractor support of all sustainment and modernization projects for known capability areas including: AV/VTC, MPE, KM, Cybersecurity, and LCM/LCS of installed C2F equipment.

The following describes the expected technical refresh of the current C2F equipment (Section J, Attachment Y and Section J, Attachment Z):

    a. FY 2021 - Phase 1 life cycle replacement of Main Arrival Building and Communication Hub.

    b. FYs 2023/2024 - Phase 2 life cycle replacement of Main Operations Building and 5th floor SWA and SCIF.

C.3.2 KNOWN FUTURE PROJECTS

The following known, future projects will be sustained and modernized by ESIM during the life of this TO.

C.3.2.1 HOME STATION MISSION COMMAND CENTER (HSMCC) SUPPORT

The U.S. Army Program Executive Office is currently responsible for the HSMCC program. The 25th Infantry Division (ID), located in Schofield Barracks, HI, has been modernized (completed in FY 2017) while 2nd ID and 8th Army headquartered in South Korea are currently being modernized with an estimated completion in FY 2021. Within the next five years, ESIM will be responsible for the modernization and sustainment support of the C4 and IT systems. It is currently unknown if any additional subordinate units will be modernized by the HSMCC program; but, if there are, ESIM will require contractor support to modernize and sustain those unit headquarters.

C.3.2.2 KYOGAMISAKI COMMUNICATIONS SITE (KCS) AND SHARIKI CAMPUS SUPPORT

ESIM shall support 94th AAMDC efforts to sustain the KCS and Shariki Campus communications equipment. The support includes sustainment of Local Area Networks (LAN) and computers, changes and/or updates to the network, communication services such as Voice Over Internet Protocol (VOIP), O&M of radio and antenna systems, hardened transportable terminals, transportable radar communications complex, and SIPR/NIPR Access Point (SNAP) terminals. Currently, sustainment of the KCS and Shariki Campus is provided by on-site contractors in Japan.

At KCS there are 80 NIPR and30 SIPR workstations including VOIP phones. At Shariki there are approximately 90 NIPR and 25 SIPR workstations including VOIP phones. The two sites utilize approximately 25 Motorola radios.

C.4 OBJECTIVE

The objective of this TO is to provide agile, innovative, and cost-effective support to USARPAC, its subordinate units, and its strategic and operational partners to ensure they are properly postured to support C4/IT services to execute near and long-term critical, real-world mission requirements.

C.5 TASKS

The contractor shall perform the following tasks in support of this TO.

a. Task 1 – Provide Program Management
b. Task 2 – Provide Engineering and Design
c. Task 3 – Provide Procurement and Logistics
d. Task 4 – Provide Implementation
e. Task 5 – Provide O&M
f. Task 6 – Provide KM Services
g. Task 7 – Provide Cybersecurity/IA Services
h. Task 8 – Provide Training
i. Task 9 – Surge/Special Projects (Optional)

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS).

C.5.1.1 SUBTASK 1 – ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the ESIM via a secure data collection site: the Enterprise Contractor Manpower Reporting Application (ECMRA). The

contractor shall completely fill in all required data fields using the following web address: http://www.ecmra.mil/.

Reporting inputs will be for the labor executed during the period of performance during each Government FY, which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported No Later Than (NLT) October 31 of each calendar year. Contractors may direct questions to the support desk at: http://www.ecmra.mil/.

Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure website without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

C.5.1.2   SUBTASK 2 – COORDINATE A TO KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a TO Kick-Off Meeting (Section F, Deliverable 01) at the location approved by the Government. The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting shall provide the opportunity to discuss technical, management, and security issues, as well as travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from ESIM, and the USARPAC G6 Technical Point of Contact (TPOC), the FEDSIM Contracting Officer's Representative (COR), and the FEDSIM Contracting Officer (CO).

At least three days prior to the TO Kick-Off Meeting, the contractor shall provide a Kick-Off Meeting Presentation (Section F, Deliverable 02) for review and approval by the FEDSIM COR and the USARPAC G6 TPOC prior to finalizing. The presentation shall include, at a minimum, the following topics/deliverables:

a. Points of Contact (POCs) for all parties.
b. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government).
c. Staffing Plan and status.
d. Transition-In Plan (Section F, Deliverable 17) and discussion.
e. Initial TDLs.
f. Security discussion and requirements (e.g., building access, badges, Common Access Cards (CACs)).
g. Recommended Portal Strategy (Section F, Deliverable 12).
h. Travel Authorization Request (TAR) requirements.
i. Request to Initiate Purchase (RIP)/Consent to Purchase (CTP) requirements.
j. Invoicing requirements.
k. Financial Forecast (Section F, Deliverable 08).
l. Baseline Quality Management Plan (QMP) (Section F, Deliverable 10).

The Government will provide the contractor with the number of Government participants for the TO Kick-Off Meeting, and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting Minutes Report (Section F, Deliverable 03) documenting the Kick-Off Meeting discussion and capturing any action items.

C.5.1.3   SUBTASK 3 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (Section J, Attachment F) (Section F, Deliverable 04). The MSR shall include the following:

a. Activities during reporting period, by TDL and by task (include ongoing activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the TDL.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Personnel gains, losses, status, and any other pertinent information to staffing such as security clearances.
d. Government actions required.
e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
f. Summary of trips taken, conferences attended, and other travel activities not directly associated with the TO
g. Financial Forecast (Section F, Deliverable 08):
    1. Cost incurred at the TDL level for each CLIN through the previous month.
    2. Cost invoiced at the TDL level for each CLIN through the previous month.
    3. Projected costs at the TDL level for each CLIN for the current month.
h. Changes to the Program Management Plan (PMP) (Section C.5.1.6).

C.5.1.4   SUBTASK 4 – CONVENE TECHNICAL STATUS MEETINGS (TSM)

The contractor Program Manager (PM) shall convene a monthly TSM with the USARPAC G6 TPOC, FEDSIM COR, and other Government stakeholders (Section F, Deliverable 05). The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and the MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities.

At least three days prior to the monthly TSM, the contractor shall provide a monthly TSM presentation (Section F, Deliverable 06) for review and approval by the FEDSIM COR and the USARPAC G6 TPOC prior to finalizing. The presentation shall summarize the MSR (Section F, Deliverable 04).

The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the FEDSIM COR (Section F, Deliverable 07).

C.5.1.5   SUBTASK 5 – FINANCIAL FORECASTING AND TRACKING

The Government anticipates that funding will be received from multiple sources and financial data will need to be tracked at the Military Interdepartmental Purchase Request (MIPR), funding source, or TDL level. The contractor shall work with the FEDSIM COR and ESIM TPOC to

determine, for each TDL, the level of financial tracking required. For each TDL, the contractor shall create a Financial Forecast (Section F, Deliverable 08) for each TO period of performance that details the projected monthly costs by TDL for each CLIN. The contractor shall set the baseline at the start of each TO period of performance and update the forecasts monthly, at a minimum, as costs are incurred, or as requirements change.

The contractor shall present a Financial Forecast at the TO Kick-Off meeting for FEDSIM COR and ESIM TPOC approval and shall utilize the Government-approved format.

C.5.1.6   SUBTASK 6 – PREPARE AND UPDATE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP and shall provide it to the Government (Section F, Deliverable 09).

The PMP shall:

   a. Describe the proposed management approach.
   b. Contain detailed Standard Operating Procedures (SOPs) for all tasks.
   c. Include milestones, tasks, and subtasks required in this TO.
   d. Provide for an overall Work Breakdown Structure (WBS) with a minimum of three levels and associated responsibilities and partnerships between Government organizations.
   e. Describe in detail the contractor's approach to risk management under this TO.
   f. Describe in detail the contractor's approach to communications, including processes, procedures, communication approach, and other rules of engagement between the contractor and the Government.
   g. Include the contractor's QMP Plan (Section F, Deliverable 10).

The PMP is an evolutionary document that shall be updated annually at a minimum and as program changes occur. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.7   SUBTASK 7 – PROVIDE QUALITY MANAGEMENT

The contractor shall identify and implement its approach for providing and ensuring quality throughout its solution to meet the requirements of the TO. The contractor shall provide a QMP and maintain and update it as changes in the program processes are identified (Section F, Deliverable 10). The contractor's QMP shall describe the application of the appropriate methodology (i.e., quality control and/or quality assurance) for accomplishing TO performance expectations and objectives. The QMP shall describe how the appropriate methodology integrates with the Government's requirements.

C.5.1.8   SUBTASK 8 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted (Section F, Deliverable 11). The contractor shall keep a summary of all long-distance travel including the name of the employee, location of travel, duration of trip, and POC at travel location. Trip reports shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained. At a minimum, trip reports shall be prepared with the information provided in Section J, Attachment G.

C.5.1.9   SUBTASK 9 – DEVELOP AND MAINTAIN A TO PORTAL

The contractor shall develop and maintain an unclassified TO portal that both Government-approved contractor personnel and Government personnel can access worldwide via unique user identification and password. The TO portal shall not be CAC-enabled and shall be a cloud-based solution available to users with a .mil or a .gov account. The contractor shall provide the Government with a Recommended Portal Strategy (Section F, Deliverable 12) at the TO Kick-Off Meeting for FEDSIM COR and ESIM TPOC approval. At a minimum, the strategy shall include technical requirements, a schedule, and assumptions.

The objective of the TO portal is to introduce efficiencies and ensure coordinated service delivery. At a minimum, the TO portal shall serve as a repository for all unclassified TO deliverables and financial tracking data including financial forecasts. The portal shall also include a workflow process that automates the contractor's submission of RIPs/CTPs, TARs, and Trip Reports. This workflow process shall also allow the FEDSIM COR, ESIM TPOC, and other Government personnel to provide digital concurrence and approval for RIPs, TARs/CTPs, and Trip Reports.

C.5.1.10   SUBTASK 10 – COORDINATE TDL KICK-OFF MEETINGS

Following the approval of a TDL, and when requested by the Government, the contractor shall schedule, coordinate, and host a TDL Kick-Off Meeting (Section F, Deliverable 13) for each ESIM TDL at the location approved by the Government. At the Government's discretion, the TDL Kick-Off Meeting may be held virtually. The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the TDL. The meeting will provide the opportunity to discuss technical, management, and security issues, as well as travel authorization and reporting procedures required for the project. At a minimum, the attendees shall include contractor Key Personnel, representatives from USARPAC, other relevant Government personnel, the ESIM TPOC, and the FEDSIM COR.

The Government will provide the contractor with the number of Government participants for each TDL Kick-Off Meeting and the contractor shall distribute copies of the presentation for all participants. Electronic files shall be in accordance with Section F.5.

The contractor shall draft and provide a TDL Kick-Off Meeting Minutes Report (Section F, Deliverable 14), documenting the TDL Kick-Off Meeting discussions and capturing any action items.

C.5.1.11   SUBTASK 11 – PREPARE A TDL PLAN

The contractor shall prepare a TDL Plan for each project identified by the ESIM TPOC and FEDSIM COR. The contractor shall tailor the requirements for each TDL Plan to match the complexity of the project requirements. The contractor shall provide the Government with a TDL Plan (Section F, Deliverable 15) at the TDL Kick-Off Meeting. The Final TDL Plan (Section F, Deliverable 15) shall incorporate the Government's comments. TDL Plan is an evolutionary document that shall be updated by the contractor as elements of the project change.

At a minimum, the TDL Plan shall include the following:

a. Implementation plan/strategy that defines the project specifications, structure, requirements, activities, conditions, risks, mitigations, and schedule from project

inception through project closeout. All project milestones shall be detailed with clear, unambiguous targets.

b. A WBS may be required for some projects, the ESIM TPOC and FEDSIM COR will specify which project(s) require a WBS and the required WBS level. The WBS shall have the appropriate amount of detail in order to provide clear instructions to the personnel supporting the project and shall include a detailed and reasonable estimate of the total time and effort involved.

c. Project staffing and resource profile.

d. Travel and security considerations.

e. Communication and roles and responsibilities framework to ensure both the contractor and the Government are able to efficiently and effectively monitor progress and receive early warning of potential issues.

f. Detailed project cost estimate broken out by CLIN.

The contractor shall notify the ESIM TPOC and FEDSIM COR once a TDL is complete. Once the ESIM TPOC and FEDSIM COR have concurred that the TDL is complete, the contractor shall conduct a post-project review and provide the Government with a TDL After Action Report (Section F Deliverable 16) that, at a minimum, outlines the following:

a. Success factors and if/how they were met.

b. Project transition considerations.

c. Schedule data. Milestone dates met as compared to baseline schedule in TDL Plan.

d. Financial data. Cost incurred as compared to baseline costs in TDL Plan.

e. Recommendations for future consideration.

f. Lessons learned.

C.5.1.12   SUBTASK 12 – TRANSITION-IN

The contractor shall provide a Transition-In Plan (Section F, Deliverable 17) as required in Section F. The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall implement its Transition-In Plan NLT five calendar days after TOA, and all transition activities shall be completed 60 calendar days after approval of the Transition-In Plan (Section F, Deliverable 17).

C.5.1.13   SUBTASK 13 – TRANSITION-OUT

The contractor shall provide transition-out support when required by the Government. The Transition-Out Plan (Section F, Deliverable 18) shall facilitate the accomplishment of a seamless transition from the incumbent to incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan within six months of Project Start (PS) (Section F, Deliverable 18). The contractor shall review and update the Transition-Out Plan in accordance with the specifications in Sections E and F.

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Program management processes.

b. POCs.

c. Location of technical and program management documentation/deliverables.

d. Status of ongoing technical initiatives.

e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.

f. Transition of Key Personnel.

g. Schedules and milestones.

h. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

The contractor shall implement its Transition-Out Plan NLT six months prior to expiration of the TO.

C.5.2   TASK 2 – PROVIDE ENGINEERING AND DESIGN

The contractor shall provide engineering and design services to accomplish ESIM C4 and IT systems modernization projects. The contractor shall ensure industry best practices and standards to facilitate the engineering and design services executed under a TDL, which may include the tasks listed below.

The contractor shall provide the following services:

a. Conduct pre-site survey activities; contact Government POCs to coordinate site surveys, submit security (visitor access requests) and site access requirements, and ensure all required facilities; power, and technical personnel (e.g. Heating Ventilation and Air Conditioning (HVAC)) are present.

b. Conduct an information verification survey, to identify the existing systems (hardware/software) and conditions of the site(s). The contractor shall document the findings in a Site Survey Report (Section F, Deliverable 19).

c. Conduct a grounding and bonding survey to assess potential issues that may impact equipment installation related to the project. The contractor shall document the findings in a Site Survey Report (Section F, Deliverable 19).

d. Survey and test existing infrastructure the contractor intends to re-use as part of the contractor's design. The contractor shall document the findings in a Site Survey Report (Section F, Deliverable 19).

e. Survey and asses the condition of the site(s)' facilities to assess potential upgrades that may impact equipment installation related to the project. The contractor shall document the findings in a Site Survey Report (Section F, Deliverable 19).

f. Survey and asses the condition of the site(s)' environment to assess potential issues that may impact equipment installation related to the project. The contractor shall document the findings in a Site Survey Report (Section F, Deliverable 19).

g. Develop a draft Implementation Schedule (Section F, Deliverable 20), which includes design milestones (e.g., Preliminary Design Review (PDR) and Critical Design Review (CDR)).

h. Develop a preliminary design (Section F, Deliverable 21) upon completion of the 35 percent design and conduct a PDR Meeting (Section F, Deliverable 22).

i. After Government acceptance and approval of the PDR, develop a critical design (Section F, Deliverable 23) upon completion of the 65 percent design and conduct a CDR Meeting (Section F, Deliverable 24). The CDR shall include a list of all long lead time materials to be procured upon Government approval.

j. After Government acceptance and approval of the CDR, develop the Engineering Implementation Plan (EIP) (Section F, Deliverable 25). The EIP shall include:

1. Details for all required actions to complete the project.
2. Drawings of existing floor plans, proposed floor plans, rack elevations, and shelf configurations.
3. Details of all cable runs (e.g., fiber, copper, power, grounding) in Spreadsheet form.
4. Details of all Manufacturing Bill of Materials (MBOM) (Section F, Deliverable 26) and Installation Bill of Materials (IBOM) (Section F, Deliverable 27) required for the project. Long lead time materials procured during CDR shall also be included and identified in the MBOM.
5. Site preparation actions (e.g., facilities, power, grounding and bounding).
6. Systems Integration Test (SIT) and Systems Acceptance Test (SAT) plans (Section F, Deliverables 28 and 29) including the test results.
7. Final Implementation Schedule (Section F, Deliverable 20).

C.5.3 TASK 3 – PROVIDE PROCUREMENT AND LOGISTICS

The contractor shall provide procurement and logistics services to identify equipment requirements for integration, procure incidental material and hardware, track procurement status and equipment disposition, and report such provisioning actions. Any staging of equipment shall be conducted at the contractor's facility unless a Government-owned facility is identified for use. The procurement and logistics services to be executed may include the tasks listed below:

a. Procure all equipment and materials from the Government approved IBOM and MBOM to ensure that equipment and material is ordered in a timely fashion to meet the schedule and performance requirements of the TDL.

b. Receive, track, inventory, issue, and monitor all material, equipment, technical data, and logistic items throughout the entire procurement process per DoD Item Unique Identification.

c. Plan and coordinate the procurement and delivery of equipment with vendors to ensure deliveries meet required schedules.

d. Ensure on-site Government personnel, the ESIM TPOC, and FEDSIM COR is aware of all incoming shipment of materials.

e. Monitor the status of the orders and the projected delivery dates of ordered material and equipment. Ensure that spare parts necessary to support system integration/installation, are available when needed in order to meet the Final Implementation Schedule (Section F, Deliverable 20).

f. Develop the Material and Long Lead Time Status Report (Section F, Deliverable 30).

g. Verify with on-site Government personnel, the ESIM TPOC, and FEDSIM COR that all required site preparation actions, per the Government approved EIP (Section F, Deliverable 25), have been completed.

h. Prior to work at any location in the project area, apply for, coordinate, and comply with the on-site Authority Having Jurisdiction (AHJ) on guidance and procedures concerning all work permits for approval and authorization.

C.5.4   TASK 4 – PROVIDE IMPLEMENTATION

The contractor shall provide implementation services to accomplish modernization projects/efforts for strategic and operational partners' C4 and IT systems across the INDOPACOM AOR. Implementation encompasses the full installation, integration, secure, harden, test, and as-built documentation of the project/effort identified in the TDL. The implementation services to be executed may include the tasks listed below:

a. Unpack and inventory all MBOM and IBOM on-site.

b. Install all project infrastructures (e.g. cables, racks, cable management, patch panels, cable trays/conduit/ducts, power, grounding, manholes, trenching, and/or digging).

c. Clearly label each end of every individual cable in accordance with the approved EIP. All labels shall be durable and legible.

d. Install the C4 and IT systems according to the Government-approved EIP.

e. Integrate the C4 and IT systems according to the Government-approved EIP.

f. Dispose of shipping materials, debris, and reusable items. Work areas must be left clean at the close of each business day.

g. Return all uninstalled infrastructure, equipment, and materials by coordinating with on-site Government POCs.

C.5.4.1   SUBTASK 1 – SECURE AND HARDEN

The secure and harden services to be executed under a TDL may include the tasks listed below:

a. Adhere to all security requirements in accordance with U.S. Army Regulations (ARs) and DoD regulations.

b. All equipment shall be secured from theft and damage until completion of implementation. Property Investigation Reports (Section F, Deliverable 31) shall be provided to the Government on all incidents of property loss as soon as the facts become known.

c. Configure all equipment in accordance with Security Technical Implementation Guides (STIGs).

C.5.4.2   SUBTASK 2 – TEST

The contractor shall test the full C4 and IT system. The Government reserves the right to refuse acceptance until all critical non-conformances have been resolved (per all stated requirements). The Government will prepare a list of all critical, major, and minor non-conformances, if any. The non-conformance list shall include any problem(s) detected or identified during testing and/or inspections conducted by either the contractor or the Government or both. The contractor shall correct all deficiencies on the C4 and IT systems and identify deficiencies on reused

systems infrastructure for resolution. Once the deficiency is corrected, the Government reserves the right to require the test to be repeated again partially or entirely. The test services to be executed under a TDL may include the tasks listed below:

a. Perform testing on all new and reused C4 systems infrastructure in accordance with the Government-approved EIP (Section F, Deliverable 25).

b. Provide all tools, installation materials, test, measurement, and diagnostic equipment required to perform any required product installation, maintenance, and acceptance testing as called for by Government-approved EIP (Section F, Deliverable 25). All tools and test equipment shall remain the property of the contractor.

c. Test all new and reused grounding and bonding systems to validate compliance with the Government-approved EIP and manufacturer's recommendations for maintaining warranties.

d. Conduct the SIT and SAT in accordance with the Government-approved EIP. Tests that will result in system acceptance shall not proceed without Government personnel in observance. SIT and SAT plans shall be updated as the tests are conducted, and the Project Sponsor identified in the TDL will sign off. Final SIT and SAT plans shall be provided to the USARPAC TPOC and FEDSIM COR for final signature (Section F, Deliverables 28 and 29).

C.5.4.3 SUBTASK 3 – AS-BUILT DRAWINGS AND DOCUMENTATION

The contractor shall provide updated As-Built Drawings and documentation. The As-Built Drawings shall reflect how the C4/IT system was installed by the Contractor. The As-Built Drawings shall include updated reproducible drawing/diagram(s) which shall be provided to the Gaining Command (GC) for operation and maintenance of the final turnkey C4 and IT system. The As-Built Drawings and Documentation services to be executed under a TDL may include the tasks listed below:

a. Provide As-Built Cable Runs List (Section F, Deliverable 32).

b. Provide Red-lined Inventory (DD 1149) per the MBOM and IBOM of all items received, installed, integrated, configured, secured, and tested (Section F, Deliverable 33).

c. Provide As-Built EIP that reflects the actual implementation of the C4 and IT systems (Section F, Deliverable 34).

d. Provide a Completion Report documenting any open action items (Section F, Deliverable 35).

e. Provide all signed Final SIT/SAT plans.

C.5.5 TASK 5 – PROVIDE OPERATIONS & MAINTENANCE (O&M)

The contractor shall provide O&M services to identified C4 and IT systems. The O&M services to be executed under a TDL may include the tasks listed below:

a. Provide all labor, equipment, tools, parts, materials, vehicles, and transportation to perform comprehensive O&M services.

b. Provide technical support, including troubleshooting and break/fix actions.

c. Repair identified C4 and IT systems and develop Repair Procedures (Section F, Deliverable 36).

d. Provide preventive maintenance and sustainment of systems and components.

e. Provide network administration.

f. Provide a Life Cycle Sustainment Plan (LCSP) (Section F, Deliverable 37) that will ensure all installed components of the C4 and IT systems will be covered under warranty and maintainable and supportable to meet reliability, availability, and operational goals. The LCSP shall include sufficient detailed life cycle support information to maintain full system functionality. The LCSP shall include the following:

1. Warranty coverage.
2. Maintenance procedures with associated documentation.

g. Operate, monitor, manage, and maintain C4 systems in compliance with RMF (see Section C.5.7).

h. Provide phone support of C4 and IT systems .

i. Answer and submit C4 and IT ticket request via the Government-owned Remedy (i.e., Army Enterprise Service Desk) system.

C.5.6 TASK 6 – PROVIDE KNOWLEDGE MANAGEMENT (KM) SERVICES

The contractor shall provide KM services in support of ESIM projects/efforts. The KM services to be executed under a TDL may include the tasks listed below:

a. Lead the ESIM KM Team in fulfilling a USARPAC transition from SharePoint 2013 to SharePoint 2016 to provide collaborative services to the Command.

b. Provide a detailed understanding of KM, web design, creation of collaborative tools and information system solutions, and IT concepts, principles, and practices.

c. Provide technical services and innovative insight for future Army concepts, oral communication, and express information needed to provide technical expertise and server information systems trainers.

d. Analyze and design SharePoint forms (Section F, Deliverable 38) that efficiently and economically serve reporting purposes and also meet the needs of management processes.

e. Provide knowledge of planning techniques, work methods, procedures, time management, coordination/distribution of tasks, and assignments to meet program development and operational goals.

f. Develop and design instructional and informational tools (Section F, Deliverable 39) needed to assure safe, appropriate, and effective use of science and technology, intellectual property, and manufactured products and services.

C.5.7 TASK 7 – PROVIDE CYBERSECURITY/IA SERVICES

The contractor shall provide cybersecurity/IA services to ESIM projects/efforts.

C.5.7.1 SUBTASK 1 – PLANNING POLICY AND PROCESS SUPPORT

The contractor shall provide technical services to the USARPAC Cybersecurity Program Manager (CSPM) and assess IT policies, standards, guidelines, or procedures to ensure the application of these standards are balanced between security and operational requirements. The services to be executed under a TDL may include the tasks listed below:

a. Provide continuous technical and analytical services in the review and application of cybersecurity processes, policy, doctrine, directives, and regulations, and ensure cybersecurity policy compliance and implementation.

b. Submit to the USARPAC Authorizing Official (AO)/CSPM Government leads for approval of USARPAC cybersecurity policies in the form of Letters of Instruction (LOI), Memorandums, or Directives (Section F, Deliverable 40).

c. Maintain awareness of all changes to pertinent Federal, DoD, Chairman of the Joint Chief Staff Memorandum (CJCSM), and other security-related directives, instructions and regulations, and recommend changes to existing LOIs, Memorandums, and Directives or the establishment of new LOIs, Memorandums, and Directives as appropriate.

d. Provide gap analysis to determine the completeness of USARPAC SOPs.

e. Assist in the creation of SOPs that address current processes and procedures in support of cybersecurity, computer network defense, physical security, personnel security, and Information Security (INFOSEC).

f. Research and provide recommendations in support of cybersecurity SOPs that support regulatory guidance and provide accurate systematic procedures.

g. Support the Government in managing daily operational cybersecurity engineering and RMF tasks in support of the USARPAC portfolios.

h. Provide daily operational implementation of cybersecurity requirements including designing, testing, documenting, integrating, administering, and managing USARPAC cybersecurity mitigation measures.

i. Provide cybersecurity/IA services to ESIM modernization projects/efforts of identified C4 and IT systems.

j. Provide reports and recommendations so that problems and solutions for major segments of a system are resolved without jeopardizing the mission.

k. Support USARPAC in conducting technical inspections to verify configuration management of information systems within the Pacific Land War Net (PLWN).

l. Support the implementation of security policies and test measures for all globally deployable assets including baseband, routers, switches, and images utilized in direct operational support of USARPAC subordinate units.

m. Support USARPAC in the planning and methods, procedures, policies, and techniques governing command-wide decisions on computer networks and telecommunication systems.

n. Coordinate with DoD officials and working groups, manufacturers, vendors, customers and Tri-Service personnel.

o. Provide a security SOP and maintain and update it as changes in the program processes are identified (Section F, Deliverable 41).

C.5.7.2 SUBTASK 2 – REVIEW STANDARDS, ARCHITECTURE, ENGINEERING, AND INTEGRATION

The Joint Technical Architecture (JTA) and the Defense Information Infrastructure (DII), Common Operating Environment (COE) have cybersecurity standards and protocols, such as Internet Protocol Security (IPSEC), Common Criteria, Secure Sockets Layer (SSL), Federal Information Processing Standards (FIPS) publications, and other policies that promote

integration, interoperability, and data sharing among systems. The architecture shall be generic and flexible and provide the basis for the protection of the DII, the Global Information Grid (GIG), and DoD enterprise applications and capabilities. The architectures identified are Defense Information Systems Network (DISN) and other systems. The architecture shall be consistent with the JTA, Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR) architecture framework, and DoD architecture framework. The services to be executed under a TDL may include the tasks listed below:

a. Provide cybersecurity technical review of proposed technology in accordance with applicable ESIM standards.

b. Review and coordinate with ESIM to implement cybersecurity standards and protocols for cost-effective application in accordance with policies, standards, guidelines, and statues.

c. Utilize open system architecture that implements sufficient open standards to facilitate and enable component portability, component and system interoperability, and user portability.

d. Ensure compliance with DoD, Department of the Army (DA), and USARPAC policy and standards for information processing, information transfer, information modeling, human computer interfaces and information system security, and other future standards.

e. Provide IA Defense-in-Depth (DID) strategy and related architecture evolution support by reviewing and coordinating changes and improvements to the USARPAC security architecture, and by integrating security and functional requirements into achievable system architecture.

f. Develop and maintain compliant security architecture by implementing current policies, procedures, and standards to provide a layered approach to cybersecurity.

C.5.7.3 SUBTASK 3 – ASSESS AND AUTHORIZE (A&A)

The contractor shall use Enterprise Mission Assurance Support Service (eMASS) automated compliance, certification, and accreditation solution to meet performance criteria. The services to be executed under a TDL may include the tasks listed below:

a. Evaluate policies against applicable standards for regulatory compliance.

b. Evaluate system networks and application security categories after receiving confidentiality, integrity, and availability impact level inputs, assign a categorization value to the assets within the A&A enclave, generate A&A assessments based on system definition, map assessment response to policies and standards, return a compliance rating, assess and prioritizing risks and vulnerabilities, generate Plan of Actions and Milestones (POA&Ms), assign remediation priorities, and track POA&Ms remediation progress.

c. Provide technical and non-technical professional expertise for USARPAC IT programs to address life cycle security.

d. Perform cybersecurity IT assessments of proposed and existing USARPAC information systems including assessing and verifying information systems and trusted systems; identifying and assessing security requirements and deficiencies in applications, systems, LANs and Wide Area Networks (WANs), and transmission and signaling networks.

e. Provide technical support to conduct A&A using the RMF to achieve uniform quality and a level of consistency throughout the life cycle of the DoD automated information system.

f. Conduct reviews and provide recommendations for resolution of inconsistencies within existing DoD A&A policies and procedures; monitor the implementation of, and compliance with, A&A standards within DoD to ensure uniform application of the standards and consistency in security of accredited DoD information systems; and develop risk management guidelines.

C.5.7.4 SUBTASK 4 – NETWORK CONNECTION APPROVAL PROCESS

The contractor shall provide Cybersecurity IT capabilities to assess USARPAC network connection for the USARPAC CSPM connection approval process. The services to be executed under a TDL may include, the tasks listed below:

a. Assess local enclave and host connections to the network and the implemented security posture for compliance with security requirements. The network approval process shall include onsite inspections of local enclaves presenting increased risk to the backbone.

b. Make recommendations for promising technologies to support the execution of remote analysis, onsite inspection, and reporting capabilities.

c. Perform compliance inspections to ensure the established accreditation baseline is maintained.

d. Perform validations to ensure that corrections to the security baseline are implemented and enhance the security posture. Any data collection efforts on the part of the contractor shall not violate individual rights or privacy and shall be consistent with guidance provided by ESIM. The goal is to identify security weaknesses of the systems; testing shall not be destructive or obtrusive.

C.5.7.5 SUBTASK 5 – INFORMATION TECHNOLOGY INSERTION

The services to be executed under a TDL may include the tasks listed below:

a. Collect, aggregate, analyze, and share intrusion detection, vulnerability, and other anomalous event data locally, regionally, and globally.

b. Certify and vet all new technologies in accordance with DoD Directives (DoDD) and instructions, and configure all new technologies in accordance with DISA STIGs, DoD and Federal standards, and best practices prior to insertion.

c. Conduct cybersecurity review of USARPAC proposed system engineered solutions.

d. Participate in modifications and improvements to existing cybersecurity products.

e. Adhere to engineering principles that include life cycle configuration management, interoperability, scalability, maintainability, fault tolerance, and redundancy in providing capabilities to protect, detect, and respond to unauthorized access and intrusions into USARPAC C4 and IT systems.

f. Conduct vulnerability or discovery testing of operating systems, databases, and applications for Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) systems and products as required by USARPAC.

g. Participate in the analysis, testing, and evaluation of products against DoD, National, USINDOPACOM, Army, and International standards and criteria (e.g., common criteria).

h. Provide cybersecurity IT support on cybersecurity components and systems in the operational environments of USARPAC to the CSPM.

i. Review all requests to add systems to the PLWN and advise Government on all proposed new technologies to ensure it is certified, vetted in accordance with DoDD and instructions, and configured in accordance with DISA STIGs, DoD and Federal standards, and best practices prior to fielding/installation.

C.5.8   TASK 8 – PROVIDE TRAINING

The contractor shall provide quarterly training services for identified C4 and IT systems at the customer site. The training services to be executed under a TDL may include the tasks listed below:

a. Develop user-based training material (e.g., manuals, slides, online-based, and classroom based) **(**Section F, Deliverable 42 for C4 and IT systems identified in the TDL.

b. Provide user-operations training on C4 and IT systems identified in the TDL and in accordance with the Government requested schedule.

c. Develop and provide capabilities training (e.g., wireless, cybersecurity, KM, virtual desktop infrastructure, and Army Unified Capability) **(**Section F, Deliverable 42) for C4 and IT systems identified in the TDL.

d. Develop, sustain, and update a training library of products to ensure all training is applicable to the current production environment.

C.5.9   TASK 9 – SURGE/SPECIAL PROJECTS (OPTIONAL)

ESIM has a history of providing rapid responses to customer and mission requirements, as they arise, in support of various technical initiatives within the USINDOPACOM AOR. The contractor shall be prepared to provide surge/special projects services in support of Tasks 1 through 8 for ESIM, its subordinate units, and its strategic and operational partners.